



**FLORIDA
OMBUDSMAN PROGRAM**
ADVOCATING FOR QUALITY LONG-TERM CARE

**SOUTH DADE & FLORIDA KEYS DISTRICT
SOUTH DADE & FLORIDA MEETING MINUTES
8/14/2020**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Phyllis Ehrlich	Present <input type="checkbox"/>	Estela Gallo	Present <input checked="" type="checkbox"/>
Sandra Paul-Noel-Lois	Present <input type="checkbox"/>	Norma Ledesma	Present <input checked="" type="checkbox"/>
Iliana Hernandez	Present <input checked="" type="checkbox"/>	Michael Phillips, State Ombudsman	Present <input checked="" type="checkbox"/>
Carol Stanley	Present <input type="checkbox"/>	Jo Ann Quiles, Regional Ombudsman Manager	Present <input checked="" type="checkbox"/>
Maria Cristina Clark	Present <input checked="" type="checkbox"/>	Alicia Salinas, District Ombudsman Manager	Present <input checked="" type="checkbox"/>
Ana Fuste	Present <input type="checkbox"/>	Rosa Suarez, Administrative Secretary	Present <input checked="" type="checkbox"/>
Alma Dean	Present <input checked="" type="checkbox"/>		

OPEN SESSION

- Called to order at 12:00 PM Quorum Established: ☒ Yes ☐ No
- Open Session Statement Minutes Approved: ☒ Yes ☐ No

UPDATES/REPORTS Due to COVID-19 restrictions the meeting was held by Conference call.

- District Ombudsman Manager Alicia Salinas
 - o Called the Open Session of the meeting and welcome the volunteers and staff.
 - o Open confidentiality statement read.
 - o Council was informed the LTCOP office remains closed. Alicia Salinas And Rosa Suarez are working from Home. The Council members will be informed when we return to the office
 - o Discussed meeting attachments.
 - o Alicia Salinas, DOM made a motion to approve the May 8th, 2020 Minutes. Request was approved by majority.

TRAINING

- Michael Phillips, State Ombudsman /0.5-hour CE Credit Hours
- Michael Phillips introduced himself as the new appointed State Ombudsman. The Florida Ombudsman Program was for the past 11 months without Director. And, Mr. Phillips has been the Ombudsman Program for 14 years and has served as a District and Regional Manager.
- The Certification training for new ombudsman applicants is projected to be virtual. This will have the same certification as the other certified ombudsmen.
- There is a new process for the background screening for ombudsmen. There will be more sites available to get fingerprinted.
- We are considering the possibility for the ombudsmen to make virtual visit to the facilities via video calls but needs to comply with HIPPA Regulation and confidentiality.
- If approved funds will be available for equipment for virtual visits.
- The State Ombudsman responded the council members questions.



ANNOUNCEMENTS

- Invited the attendees to our next Open Council meeting schedule for November 11th, 2020 at 12:00 PM at the Dept. of Elder Affairs Conference Room, located at 9495 Sunset Drive, Suite B-100, Miami, FL 33173.

ADJOURNMENT

- Open Session adjourned at 1:15 PM

CLOSED SESSION

This portion of the meeting is confidential and closed to the public (§400.0077(2), F.S.) And, because this meeting was held via teleconference the closed meeting did not take place.